SALESFORCE SERVICE CLOUD
QUICK-START PACKAGES

Syntheis

Standard

User configuration

Creating a custom branded home page

Setting up Salesforce activities- tasks, events, emails

Setting up and customizing accounts and contacts

Creating custom email templates

Designing custom reports

Configuring 2 custom dashboards – one for support staff and one for supervisors
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Configuring case queues, case assignment rules, and case escalation rules
---
Setting up the service console in either the Lightning or Classic interface
---
Generating Web-to-Case code for your web developers Implementing email-to-case functionality
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Synthesis will provide additional phone and email support, plus minor tweaks to your implementation for 4 weeks after implementation
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Training & Knowledge Transfer:
2 one-hour, remote "train the trainer" sessions for system knowledge transfer and end-user training
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Advanced

User configuration

Creating a custom branded home page

Setting up Salesforce activities- tasks, events, emails

Setting up and customizing accounts and contacts

Creating custom email templates

Designing custom reports

Configuring 2 custom dashboards – one for support staff and one for supervisors
---
Configuring case queues, case assignment rules, and case escalation rules
---
Setting up the service console in either the Lightning or Classic interface
---
Generating Web-to-Case code for your web developers Implementing email-to-case functionality
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Additional SF Configurations Include:
2 custom workflow approvals
24 custom fields
Gmail or Outlook integration
Knowledge 500 Articles configuration

Synthesis will provide additional phone and email support, plus minor tweaks to your implementation for 4 weeks after implementation
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Training & Knowledge Transfer:
2 one-hour, remote "train the trainer" sessions for system knowledge transfer and end-user training
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Data Migration:
Data import of 4 objects and 10,000 rows

TALK TO OUR EXPERTS TODAY FOR MORE INFORMATION ON PRICING & DELIVERY MODELS.